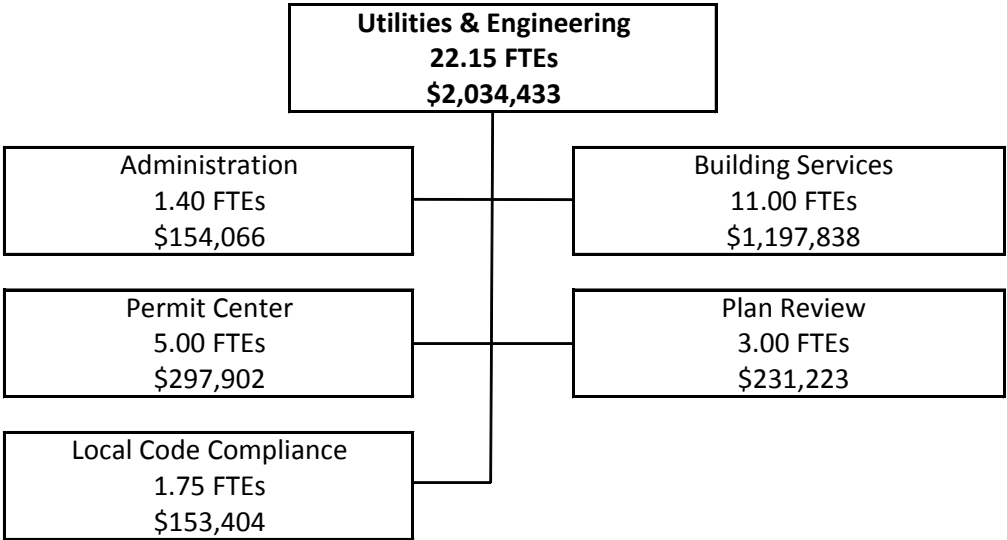


Catawba County Government



Utilities & Engineering

Organizations: 430050 - 430300

	2013/14 Actual	2014/15 Current	2015/16 Requested	2015/16 Approved	Percent Change
Revenues					
Local	\$0	\$4,527	\$0	\$0	0%
Charges & Fees	1,145,858	1,221,811	1,230,034	1,230,034	0.7%
Miscellaneous	0	0	0	0	0%
Proceeds from Sale of Equipment	11,591	0	0	0	0%
General Fund	711,353	766,576	626,804	804,399	4.9%
Total	\$1,868,802	\$1,992,914	\$1,856,838	\$2,034,433	2.1%
Expenses					
Personal Services	\$1,467,565	\$1,547,945	\$1,473,144	\$1,646,768	6.4%
Supplies & Operations	375,439	419,969	356,364	360,335	-14.2%
Capital	25,798	25,000	27,330	27,330	9.3%
Total	\$1,868,802	\$1,992,914	\$1,856,838	\$2,034,433	2.1%
Expenses by Division					
Administration	\$175,288	\$183,433	\$150,583	\$154,066	-16.0%
Building Services	1,029,518	1,084,929	1,043,629	1,197,838	10.4%
Permit Center	253,797	265,664	288,488	297,902	12.1%
Plan Review	281,467	307,223	224,711	231,223	-24.7%
Code Compliance & Erosion Control	128,732	151,665	149,427	153,404	1.1%
	\$1,868,802	\$1,992,914	\$1,856,838	\$2,034,433	2.1%
Employees					
Permanent	21.40	21.40	21.15	22.15	3.5%
Hourly	0.00	0.00	0.00	0.00	0%
Total	21.40	21.40	21.15	22.15	3.5%

Budget Highlights

The Utilities and Engineering department includes Building Services, Plan Review, the Permit Center, Erosion Control, and Local Code Compliance. The department's budget is increased by 2.1 percent from the prior year due to an agreement with Gilbane Building Company (a sub-contractor working with Apple) to fund a full-time dedicated Building Inspector III position for the purpose of expediting inspection reviews at the Apple construction site. There was also a personnel de-classification and various operating reductions.

Performance Measurement

Fiscal Year 2015/16

Outcomes for Fiscal Year 2015/16 continue to focus on customer satisfaction, efficient service, and safety of the public through the enforcement of State and local development regulations. In Building Services, at least 90 percent of all requested inspections will be performed by the next day or on the contractor's requested inspection date. The division will also ensure it has no more than 1 sustained complaint per 3,000 inspections performed. New for this year, the department has added outcomes related to communicating with contractors and the public via text messages and e-mail in an effort to further increase citizen convenience.

Fiscal Year 2014/15

Building Services

Building Services applies the State code to protect the public's safety in terms of building code. At mid-year, two outcomes were on target and two were not. The on-track outcomes related to 100 percent of inspections being completed by the highest State certified inspectors in each classification and continued use of the Remote Access Permitting Terminal, with 416 permits issued. The outcomes not on track for completion relate to only 82 percent of inspections were performed on the day requested, compared to the 90 percent goal, and only 50 percent of building inspection training being offered locally, compared to the 60 percent goal.

Permit Center

At FY14/15 mid-year, one outcome was on target to be achieved and two were not. No substantiated complaints had been received. Outcomes not on track related to the new Customer Access Portal (CAP) not increasing new accounts by 100 percent due to limited programming capacity on the side of the vendor. Partnerships with Technology and other municipalities to make the process more efficient are underway; however, only E-review and Energov will likely be completed this fiscal year while CAP is a work in progress.

Plan Review

Plan Review was on target with each of its outcomes as it ensured code compliance. These outcomes include completion of 94 safety requests within two days, review of 535 plans in an average of 3.5 days, well ahead of the 10-day goal, and no substantiated complaints came out of any plan review.

Stormwater & Erosion Control

All the outcomes related to implementation of local soil sedimentation and erosion control were on target through mid-year including a completion of every plan review within 10 days. Additionally, 1,040 code compliance inspections and 11 erosion control plans had been completed, with no customer service complaints. Finally, staff began completing requirements to perform Level I footing in order to increase departmental efficiency.

Fiscal Year 2013/14

Utilities & Engineering Administration

The Utilities & Engineering department was coordinated and managed with 100 percent customer service satisfaction and zero complaints thereby achieving its outcome.

Building Services

Building Services achieved all of its outcomes by applying the State Building Code in a consistent, timely, and courteous manner thereby protecting public safety. Consistent application of the law was ensured through 100 percent of commercial and industrial buildings inspected by the highest State certifications

in all four of the main inspection classifications. Some of these certifications were achieved by providing 80 percent trainings locally. Speed of service decreased but remained high especially through the use of QR codes on buildings. All Building Services customer service survey respondents were satisfied and no complaints were received.

Permit Center

The Permit Center achieved one of its two outcomes. The center was able to satisfy 100 percent of surveyed customers. However, it is yet to increase its convenience through the Customer Access Portal. This web-based system that allows citizens to obtain permits, make payments, and check the status of inspection requests from any location has remained a work in progress during Fiscal Year 2014/15.

Plan Review

All three Plan Review outcomes were achieved. All 134 safety requests were coordinated for review within two days. In fact, 99 percent of all plans were reviewed within 10 days. All Plan Review customer service survey respondents were satisfied and no complaints were received during the fiscal year.

Stormwater & Erosion Control

Stormwater & Erosion Control achieved all of its outcomes, ensuring the timely implementation of the local soil sedimentation and erosion control and code compliance programs. Plans were reviewed in an average of 3 days and also efforts were made to complete Level 1 footing inspections, saving 2 hours of Building Inspections time. 1,040 code compliance inspections were performed thus far, from which 136 compliance complaints were investigated within 24 hours. This was all done without receiving any customer service complaints.

BUILDING SERVICES

Statement of Purpose

The mission of Building Services is to provide consistent, timely, and courteous advice and service to customers, contractors, businesses, homeowners, and the general public through the application of the State Building Code. The focus of the service is to protect public safety by ensuring all buildings are built to code specifications while promoting economic development through a partnership with the building industry. The operations of Building Services have, as its foundation, four guiding principles: protecting the public, providing the best possible customer service, promoting economic development, and ensuring consistency in the application of codes and treatment of customers.

Outcomes

1. Ensure customers receive quality customer service from Building Services Officials by:
 - a. Performing 90 percent of requested inspections by the next day or on the contractor's requested inspection date, with an ultimate goal of performing 100 percent of inspections within this timeframe.
 - b. Maintaining a substantiated complaint rate of less than 1 per 3,000 inspections performed.
 - c. Responding to 98 percent of all customer complaints within 24 hours.
2. Catawba County will provide the fastest and safest permitting and inspection process in North Carolina by embracing innovation. Examples include placing QR codes on building permits to provide up-to-the minute inspection information, maintaining the State's only county/municipal unified development software system, providing a remote access permitting terminal in Hickory to allow customers to video conference with permit center staff, and providing excellent customer service.
3. To control the cost of training and education, Building Services will provide at least 60 percent of all required Building Inspector training and certification locally. Surrounding jurisdictions will be invited to participate in these locally held trainings as well, serving to further drive down the cost to the County.
4. To protect the public welfare and ensure quality building inspections, 100 percent of all commercial and industrial building inspections will be performed by inspectors with the highest State certification available in the four main inspection certifications (building, electrical, mechanical, and plumbing). This highest certification requires increased training in State Building Code standards, and allows Catawba County to efficiently and effectively inspect often complex and specialized commercial and industrial properties.

PERMIT CENTER

Statement of Purpose

Provide permitting information and service to the customers of Catawba County, including municipalities. The Permit Center currently operates two locations (Catawba County Government Center in Newton and a Remote Access Permitting Terminal (RAPT) in Hickory City Hall) to provide convenient locations for the public to acquire permits and information for Building Services, Planning, and Environmental Health.

Outcomes

1. Ensure customers receive quality customer service from the Permit Center by:
 - a. Maintaining a substantiated complaint rate of less than 1 per 1,000 permits issued.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
2. Provide enhanced, real-time communication the Building Services Division and its customers, by developing, implementing, and promoting notification of permit issuance, inspections scheduled, and inspection results through the use of email and/or text message (Customer's choice). Outcome will be measured by the number of customers signed up for the program.
3. Provide additional opportunity for service provision through the use of email by allowing and promoting the use of email as a means of submitting permit applications and inspection requests in lieu of fax. The number of applications submitted and inspections scheduled can be tracked by the Information Technology Department and this will serve as the measured of the outcome.

PLAN REVIEW

Statement of Purpose

Provide plan review information and service to the customers of Catawba County, including municipalities, in a coordinated, efficient, and friendly manner. Plan Review provides plan review for commercial projects to ensure code compliance with the State Building Codes, conducts on-site safety inspections of existing buildings, provides plan review for existing buildings utilizing the North Carolina Rehabilitation Code (Rehab Code), conducts plan review services based on State local option plan review guidelines, and conducts plan review during express plan review appointments.

Outcomes

1. Provide timely plan review services by reviewing 97 percent of all commercial blueprints submitted for code compliance and contacting the applicant with the results within 10 working days. This will allow construction to begin quickly, thus, promoting Catawba County's economic development.
2. Ensure customers receive quality customer service from Plan Review officials by:
 - a. Maintaining a substantiated complaint rate of less than 1 per 500 plans reviewed.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
3. To provide quality service to property owners and/or tenants who request a safety inspection, Plan Review will review 100 percent of complete requests and contact the owner/tenant within two business days. These safety inspections are required by the State for businesses to receive certain licenses (i.e. day care, alcohol law enforcement) as well as for changes of use to an existing building or space.

LOCAL CODE COMPLIANCE AND EROSION CONTROL

Statement of Purpose

Protect the regional water quality and health, safety, and general welfare of Catawba County citizens through implementation of the local soil sedimentation and erosion control program and code compliance program. Promote Catawba County's economic development through timely permitting service to local contractors and developers. The County provides the local soil sedimentation and erosion control program to seven of the eight municipalities in the county (Hickory, Conover, Claremont, Maiden, Long View, Catawba, and Brookford), with Newton providing its own local program.

Outcomes

1. Provide timely plan review services by reviewing 100 percent of all complete sedimentation and erosion control plans within 10 working days. Meeting this outcome will expedite the plan review and permitting process, thereby promoting Catawba County's economic development.
2. Ensure citizens receive quality customer service from Erosion Control staff by:
 - a. Maintaining a substantiated complaint rate of less than 1 per 50 erosion control plans reviewed.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
3. Ensure citizens receive quality customer service from Local Code Compliance staff by:
 - a. Maintaining a substantiated complaint rate of less than 1 per 1,000 code compliance inspections performed.
 - b. Responding to 98 percent of all customer complaints within 24 hours.
4. To promote departmental efficiency, Code Compliance Technicians will perform residential Building Level I footing inspections when already in the area performing code violation inspections. This will save Building Inspectors' significant travel and inspection time per residential unit. Success will be measured by Code Compliance Technicians performing a minimum of 25 percent of all Building Level I footing inspections.